

CONFIDENTIAL

19 September 1988

MEMORANDUM FOR: Chief, Network Services Group
Chief, Development Services Group
Chief, Engineering Services Group
Chief, Computer Operations Group
Chief, Management Services Group
Chief, Architecture and Technology Planning Staff
Chief, Requirements and Plans Staff

25X1
FROM:

[Redacted]
Deputy Director of Information Technology

SUBJECT: Deadlines for Responding to Requests

1. I am concerned that, on occasion, OIT does not respond to written requests in a timely fashion. Please review your current procedures for responding to requests and ensure:

- that customers receive at least a written acknowledgement of their request within 14 days of your receipt of it. Wherever possible, send a final response within 14 days.
- that customers receive a final response to their request within 30 days of your receipt of it.
- that you respond to items with external suspense dates, such as tasking from the DDA or customer requests driven by hard dates, within the deadline.

2. I realize that some responses require extensive work, and that a final response may not always be possible in 30 days. On a case by case basis, I will consider your requests for extensions.

3. It is especially crucial when you are generating responses for my or Ed's signature that you respond quickly. We may not always say the words our customers' want to hear, but we must not let their requests sit unanswered. Thanks for your support in making this happen.

25X1
OIT/RPS [Redacted]

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